## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attv. Docket: **KUNKEL=1** 

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In re Application of:	) Conf. No.: <b>2041</b>
Helmut KUNKEL	) Art Unit: <b>2614</b>
Appln. No.: 10/507,102	Examiner: <b>W. Deane Jr.</b>
Filed: <b>April 11, 2005</b>	) Washington, D.C.
For: METHOD FOR OPERATING A CALL CENTER	) ) July 18, 2008

## **AMENDMENT**

Honorable Commissioner for Patents U.S. Patent and Trademark Office Randolph Building, Mail Stop Amendments 401 Dulany Street Alexandria, VA 22314

Sir:

In response to the Office Action of March 24, 2008, the period for response having been extended by the concurrent filing of a request for one month extension of time and payment of the appropriate fee, please amend as follows:

**Amendments to the Claims** are reflected in the listing of claims that begins on page 2 of this paper.

**Remarks/Arguments** begin on page 4 of this paper.